

that defendants CompuPool Products and CompuPool Products USA, Inc. (“Defendants”) had engaged in acts of trademark infringement, unfair competition, false designation of origin, and passing off under federal law, the laws of the State of New Jersey, and common law with respect to Plaintiff’s AQUA RITE, TURBOCELL and TURBO CELL trademarks (collectively, the “Hayward Marks” as defined more completely in the Complaint which is attached hereto as Exhibit 1, and depicted in Exhibits A-D to the Complaint); and

Defendants, acknowledging the validity and distinctiveness of the Hayward Marks and Plaintiff’s ownership of and rights therein, but expressly denying any and all allegations of unlawful conduct; and

Plaintiff and Defendants having resolved their differences, and it appearing that the parties, by their undersigned counsel or other representatives, have agreed to the form and entry of the within Consent Permanent Injunction and Order; and for good cause shown;

IT IS on this 30th day of October, 2015,

ORDERED THAT:


(1) Defendants, and all individuals acting in concert or participating with Defendants, upon notice, are hereby permanently enjoined from:

(a) Using, displaying, advertising, promoting and marketing

(including, without limitation, over the Internet), offering for sale, and selling (or any direct or indirect efforts in relation to any of the foregoing) of any and all products, including but not limited to the CompuPool Products (as defined in the Complaint), in connection with the Infringing Marks (as defined in the Complaint), the Hayward Marks or any other trademarks that are confusingly similar to the Hayward Marks.

- (b) Committing any act calculated to cause purchasers to falsely believe that Defendants' products are those sold under the control and supervision of Hayward, or are sponsored, approved or connected with, guaranteed, warranted, or produced under the control and supervision of Hayward;
- (c) Further infringing the Hayward Marks and damaging Hayward's goodwill and business reputation; and
- (d) Assisting, aiding or abetting any other person or entity in engaging or performing any of the activities referred to in paragraphs (a) through (c) above.

(2) CompuPool shall contact all of the CompuPool Distributors (as defined in the Complaint) and use best efforts to have the CompuPool Distributors (1) remove all references to the Infringing Marks, the Hayward Marks, and any other trademark or designation confusingly similar to the Hayward Marks from any promotional materials, including but not limited to the CompuPool Distributors' listings on Amazon.com concerning the CompuPool Products; and (2) destroy all remaining inventory, labels, advertisements and other materials bearing the Infringing Marks, the Hayward Marks, or any other trademark or designation confusingly similar to the Hayward Marks. Defendants shall provide Hayward with a written certification attesting that Defendants have fully complied with this paragraph.



HON. STANLEY R. CHESLER
United States District Judge

WE HEREBY CONSENT TO THE FORM AND ENTRY OF THE FOREGOING
CONSENT PERMANENT INJUNCTION:

McCARTER & ENGLISH, LLP

KENNETH BOHANNON, PLLC

By: 

Scott S. Christie

By: 

Kenneth Bohannon

Four Gateway Center
100 Mulberry Street
Newark, New Jersey 07102
Tel.: 973-622-4444
Fax: 973-624-7070

221 N. Causeway, Suite A
New Smyrna Beach, FL 32169
Tel.: 386-427-5227
Fax: 386-423-3909

Attorneys for Plaintiff

Attorneys for Defendants

EXHIBIT 1

Scott S. Christie
 Thomas J. Goodwin
 Irene M. Hurtado
McCARTER & ENGLISH, LLP
 Four Gateway Center
 100 Mulberry Street
 Newark, New Jersey 07102
 (973) 622-4444

*Attorneys for Plaintiff
 Hayward Industries, Inc.*

**UNITED STATES DISTRICT COURT
 FOR THE DISTRICT OF NEW JERSEY**

 HAYWARD INDUSTRIES, INC.

Plaintiff,

v.

COMPUPOOL PRODUCTS and
 COMPUPOOL PRODUCTS USA, INC.,

Defendants.

Civil Action No. _____

**COMPLAINT AND LOCAL RULE
 11.2 CERTIFICATION**

Plaintiff Hayward Industries, Inc. ("Hayward"), with a principal place of business at 620 Division Street, Elizabeth, New Jersey 07207, by and through its attorneys, McCarter & English, LLP, by way of Verified Complaint against Defendants CompuPool Products, with a principal place of business at 3-7 Hilldon Court, Nerang, QLD 4211 Australia, and CompuPool Products USA, Inc., with a principal place of business at 126 Semoran Commerce Place, Apopka, Florida 32703-1405 (collectively, "Defendants" or "CompuPool"), alleges as follows:

NATURE AND BASIS OF THE ACTION

1. This is an action by Hayward seeking preliminary and permanent

injunctive relief and damages and other monetary relief against Defendants for trademark infringement, unfair competition, and false designation of origin arising out of Defendants' infringement of Hayward's AQUARITE, TURBO CELL, and T-CELL trademarks.

2. This action arises under the Lanham Act, 15 U.S.C. § 1051, *et seq.*; the New Jersey Consumer Fraud Act, N.J. Stat. Ann. § 56:8-1. *et seq.*; additional provisions of Title 56 of the New Jersey Statutes, and New Jersey common law.

PARTIES

3. Hayward is a corporation organized and existing under the laws of New Jersey with its principal place of business in Elizabeth, New Jersey.

4. Upon information and belief, CompuPool Products is a corporation organized and existing under the laws of Australia, with its principal place of business in Nerang, Australia.

5. Upon information and belief, CompuPool Products USA, Inc. is a corporation organized and existing under the laws of Florida, with its principal place of business in Apopka, Florida.

JURISDICTION AND VENUE

6. Because this action arises out of violations of the Lanham Act subject matter jurisdiction is conferred upon this Court by 15 U.S.C. § 1121, 28 U.S.C. § 1331. The matter in controversy in this action exceeds the sum or value of \$75,000, exclusive of interest and costs, and is between citizens of different states. Therefore, this Court also has subject matter jurisdiction pursuant to 28 U.S.C. § 1332.

7. Supplemental jurisdiction over the related state law claims is conferred

upon this Court by 28 U.S.C. § 1367(a).

8. This Court has personal jurisdiction over Defendants because, upon information and belief, (a) Defendants have had continuous, systematic and substantial business contacts with residents of this District; and (b) Defendants have deliberately created confusion among Hayward's existing and potential customers, many of whom reside in New Jersey.

9. A substantial part of the events or omissions giving rise to the claims occurred in this district and Defendants are subject to personal jurisdiction in this district. Accordingly, venue is proper pursuant to 28 U.S.C. § 1391(b) & (c).

ALLEGATIONS COMMON TO ALL COUNTS

Hayward's Trademarks and Products

10. Hayward manufactures and sells a full line of state-of-the-art swimming pool controls, chlorine generators, filters, heaters, pumps, valves, and automatic pool cleaners, as well as other related products, worldwide under a variety of trademarks.

11. Hayward offers a line of electrolytic salt chlorine generators for use with swimming pools and spas for water purification under the trademark AQUA RITE or AQUARITE, including the AQUARITE salt chlorine generator. The AQUARITE line of salt chlorine generators (the "AQUARITE Products") consist of a distinctive control unit (the "AQUARITE Control Unit(s)"), which is connected to a converter or chlorinator cell that is offered under Hayward's TURBO CELL, TURBOCELL, and T-CELL trademarks (the "T-CELL Product(s)").

12. As water is forced through the T-CELL Product, added salt is converted into chlorine. The AQUARITE Control Unit monitors the salt and chlorine levels with

various diagnostic indicators and allows the user to adjust the amount of chlorine generated by the AQUARITE Product.

13. Hayward owns U.S. Registration No. 3,704,835 for the trademark AQUA RITE (the "AQUA RITE Mark") in connection with "Electrolytic chlorine generator for use with swimming pools and spas for water purification," in Class 11. A copy of the Certificate of Registration for the AQUA RITE Mark is attached hereto as Exhibit A.

14. Since at least as early as 1997 and continuing to the present, Hayward and its predecessor have sold and promoted for sale in U.S. commerce the AQUARITE Products bearing the AQUA RITE Mark. True and correct color photos of AQUARITE Products bearing the AQUA RITE Mark are attached as Exhibit B hereto.

15. Hayward has continuously used the AQUA RITE Mark on the AQUARITE Products without interruption in commerce throughout the U.S. since at least as early as 1997.

16. Hayward and its predecessor have expended substantial time and resources over the years to research, acquire, develop, maintain, promote, and sell its products, including the product lines sold bearing the AQUA RITE Mark.

17. Hayward markets, distributes for sale, and sells its products bearing the AQUA RITE Mark across the United States and throughout the world.

18. The AQUARITE Products generate significant revenue for Hayward. The products sold bearing the AQUA RITE Mark have enjoyed substantial sales success, and Hayward and its predecessor have sold hundreds of thousands of AQUARITE Products bearing the AQUA RITE Mark in the United States since at least as early as 1997.

19. During this same period, Hayward has extensively advertised and marketed products bearing the AQUA RITE Mark primarily through catalogs, at trade shows, on Hayward's website, and directly through a sales force.

20. As a result of the long and continuous sale and promotion throughout the United States of products featuring the distinctive AQUA RITE Mark, consumers of pool and spa products have come to associate the AQUA RITE Mark as signifying high-quality products originating from Hayward.

21. Since 2000, Hayward and its predecessor have used the trademark T-CELL to designate its T-CELL Products for the AQUARITE Products (the "T-CELL Mark"). True and correct color photos of the T-CELL Products bearing the T-CELL Mark are included as part of Exhibit C hereto.

22. Hayward owns U.S. Registration No. 3,156,434 for the trademark TURBO CELL in connection with "electrolytic chlorine generators for use with swimming pools and spas," in Class 11, which is now incontestable (the "TURBO CELL Mark"). A true and correct copy of the certificate of registration for the TURBO CELL Mark is annexed as Exhibit D. The T-CELL Mark and the TURBO CELL Mark are referred to collectively as the "TURBO CELL Marks."

23. For years, Hayward and its predecessor have marketed and sold the T-CELL Products bearing the TURBO CELL Marks throughout the U.S. and the world.

24. Hayward has continuously used the TURBO CELL Marks on the T-CELL Products without interruption in commerce throughout the U.S. since at least as early as 1999.

25. The T-CELL Products sold in connection with the TURBO CELL Marks have enjoyed substantial sales success, and Hayward has sold hundreds of thousands of T-CELL Products bearing the TURBO CELL Marks in the United States since at least as early as 1999, both in conjunction with the AQUARITE Products and separately as replacement parts.

26. During this same period, Hayward has extensively advertised and marketed products bearing the TURBO CELL Marks primarily through catalogs, at trade shows, on Hayward's website, and directly through a sales force. Hayward has spent hundreds of thousands of dollars to market and advertise products bearing the AQUA RITE Mark and the TURBO CELL Marks over the last three years alone. The AQUA RITE Mark and the TURBO CELL Marks are referred to collectively herein as the "Hayward Marks."

27. As a result of the long and continuous sale and promotion throughout the United States of products offered in connection with the distinctive TURBO CELL Marks, consumers of pool and spa products have come to associate the TURBO CELL Marks as signifying high-quality products originating from Hayward.

Defendants' Acts of Infringement

28. Upon information and belief, Defendants manufacture, offer for sale, sell and/or distribute swimming pool and spa products, including chlorine generators and converter cells for use with chlorine generators.

29. Hayward recently discovered that Defendants are advertising and selling chlorine converter cells (the "Infringing Products"), which Defendants advertise as "COMPUPOOL AQUA RITE T-CELL 15 REPLACEMENT SALT CELL." A true and

correct copy of a listing on Amazon.com for the Infringing Products is attached hereto as Exhibit E (the “Amazon.com Advertisement”).

30. Defendants infringe the Hayward Marks by improperly using both the mark AQUA RITE and the mark T-CELL (the “Infringing Marks”) in connection with its Infringing Products, which are the same as Hayward’s T-CELL Products.

31. Defendants advertise and sell the Infringing Products in connection with the Infringing Marks on Amazon.com, which also sells Hayward’s AQUARITE Products and the T-CELL Products. A true and correct copy of a listing on Amazon.com for Hayward’s T-CELL Products is attached as Exhibit F.

32. The Infringing Products compete with Hayward’s products, specifically the AQUARITE Products and the T-CELL Products, in the United States. Upon information and belief, the Infringing Products and the AQUARITE Products and T-CELL Products are sold through the some of the same channels of trade and to the same types of consumers, as evidenced by the fact that both the Infringing Products and Hayward’s products are sold through Amazon.com. Both the Infringing Products and Hayward’s products are sold on the Internet and through authorized distributors.

33. Upon information and belief, Defendants’ promotion and sale of its products in connection with the Infringing Marks is continuing in the United States.

Irreparable Injury and Need for Injunctive Relief

34. Defendants’ infringement of the Hayward Marks is likely to cause, and has caused, confusion, mistake or deception among the public as to the affiliation, connection or association of Defendants and/or the Infringing Products with Hayward. Such conduct constitutes unfair competition with Hayward, which will cause damages,

injury and irreparable harm to Hayward.

35. Defendants' use of trademarks that infringe the Hayward Marks constitutes deceptive acts and practices and injures Hayward's business reputation causing Hayward lasting and irreparable harm, absent intervention of this Court.

36. Indeed, the Amazon.com Advertisement has elicited 39 customer reviews, 80% of which rate the Infringing Products with one star out of a possible five stars. A true and correct copy of the customer reviews associated with the Amazon.com Advertisement are annexed as Exhibit G. Accompanying many of these customer reviews are extremely negative comments about the Infringing Products, including:

-
- "DO NOT, I repeat, DO NOT PURCHASE THIS REPLACEMENT CELL! This cell is worthless.";
 - "I would NOT buy this cell again and I would give 0 stars if I could";
 - "DO NOT BUY THIS CELL!!!! I AM WAITING TO GET MY FIFTH REPLACEMENT IN TWO AND A HALF YEARS"
 - "Don't Buy! These are crap- will fail about a year in and the 3 year warranty is bogus!"; and
 - "This product is inferior and failed after one year of operation."

COUNT ONE

Trademark Infringement

37. Hayward incorporates the allegations of paragraphs 1-36 as if set forth fully herein.

38. Defendants' use of the Infringing Marks on its Infringing Products has caused or is likely to cause confusion, mistake, or deception as to the source or origin,

sponsorship, or approval of Defendants or their products, in that purchasers and others in this judicial district and elsewhere in the United States are likely to believe that Defendants are associated with or related to Hayward or are authorized by Hayward to sell Hayward's AQUARITE Products and T-CELL Products.

39. Defendants' acts injure Hayward's image and reputation with consumers in this District and elsewhere in the United States by creating confusion about, and potential consumer dissatisfaction with, Hayward.

40. Defendants' deliberate conduct alleged herein constitutes trademark infringement of the Hayward Marks in violation of 15 U.S.C. § 1125; N.J. Stat. Ann. § 56:3-13.16, and the common law of New Jersey.

41. Defendants' acts greatly and irreparably damage Hayward and will continue to so damage Hayward unless restrained by this Court; wherefore, Hayward is without adequate remedy at law.

COUNT TWO
Unfair Competition

42. Hayward incorporates the allegations of paragraphs 1-41 as if set forth fully herein.

43. Defendants' acts constitute unfair competition with Hayward in violation of Section 43(a) of the Lanham Act, 15 U.S.C. § 1125(a); N.J. Stat. Ann. § 56:4-1, and the common law of New Jersey.

44. Defendants' acts greatly and irreparably damage Hayward and will continue to so damage Hayward unless restrained by this Court; wherefore, Hayward is without adequate remedy at law.

COUNT THREE
False Designation of Origin

45. Hayward incorporates the allegations of paragraphs 1-44 as if set forth fully herein.

46. Defendants' advertising and promotion of the Infringing Products falsely designate the source of these products in a manner that is likely to cause confusion, mistake or deception as to the origin, sponsorship, or approval of these products by consumers.

47. Defendants' acts constitute false designation of origin in violation of Section 43(a) of the Lanham Act, 15 U.S.C. § 1125(a); the New Jersey Consumer Fraud Act, N.J. Stat. Ann. § 56:8-2; and the common law of New Jersey.

48. Defendants' acts greatly and irreparably damage Hayward and will continue to so damage Hayward unless restrained by this Court; wherefore, Hayward is without adequate remedy at law.

WHEREFORE, Hayward prays:

1. That Defendants, and all persons acting in concert or participating with Defendants, be preliminarily and permanently enjoined from:

(a) Using in any manner the Infringing Marks, the Hayward Marks, or any other trademark that is confusingly similar to the Hayward Marks, including, but not limited to, selling, offering for sale, displaying, promoting or advertising products bearing the Infringing Mark, the Hayward Marks, or any other confusingly similar trademarks;

(b) Passing off, inducing, or enabling others to sell or pass off any products that do not emanate from Hayward or that are not distributed under the control and supervision of Hayward and approved by Hayward for sale bearing the Infringing Marks, Hayward Marks, or any other confusingly similar trademarks, as products distributed by or with the approval of Hayward;

(c) Committing any act calculated to cause purchasers to falsely believe that Defendants' products are those sold under the control and supervision of Hayward, are sponsored, approved or connected with, guaranteed, warranted, or produced under the control and supervision of Hayward;

(d) Shipping, importing, delivering, distributing, returning, or otherwise disposing of in any manner products or inventory bearing the Infringing Mark, Hayward Marks, or any trademarks that are confusingly similar to the Hayward Marks;

(e) Further infringing the Hayward Marks and damaging Hayward's goodwill and business reputation;

(f) Otherwise competing unfairly with Hayward in any manner;

(g) Continuing to perform in any manner whatsoever any act deemed contrary to law by this Court.

2. That Defendants be ordered to provide an accounting of all revenue generated from its use of the Infringing Marks, and the Hayward Marks, and to pay Hayward all profits realized by Defendants by reason of its unlawful acts as set forth in this Complaint. 15 U.S.C. § 1117(a).

3. That Defendants be ordered to pay Hayward all damages suffered by Hayward by reason of Defendants' trademark infringement, unfair competition, and false designation of origin, as set forth in this Complaint. 15 U.S.C. § 1117(a).

4. That the Court award Hayward three times the damages suffered by reason of the intentional, unlawful acts of Defendants as set forth in this Complaint. 15 U.S.C. § 1117(a); N.J. Stat. Ann. § 56:8-19.

5. That Defendants be required to file with the Court and serve on the undersigned counsel for Hayward, within thirty (30) days after the entry of judgment, a written report under oath setting forth in detail the manner in which Defendants have complied with the injunction ordered by this Court. 15 U.S.C. § 1116.

6. That this case be declared exceptional, and that Defendants be ordered to pay Hayward the costs of this action, filing fees, and its reasonable attorneys' fees. 15 U.S.C. § 1117(a); N.J. Stat. Ann. § 56:8-19.

7. That Hayward shall have other such relief as this Court may deem just and proper.

JURY DEMAND

Hayward hereby demands a trial by jury on all issues and claims raised in the Complaint that are triable by jury.

Respectfully submitted,

June 22, 2015

A handwritten signature in black ink, appearing to read "Scott S. Christie", written over a horizontal line.

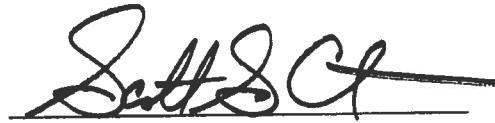
Scott S. Christie
Thomas J. Goodwin
Irene M. Hurtado
McCARTER & ENGLISH, LLP
Four Gateway Center
100 Mulberry Street
Newark, NJ 07102

Attorneys for Plaintiff Hayward Industries, Inc.

LOCAL CIV. R. 11.2 CERTIFICATION

I certify that to the best of my present knowledge, the matter in controversy is not the subject of any other action pending in any court, or of any pending arbitration or administrative proceeding.

June 22, 2015



Scott S. Christie
Thomas J. Goodwin
Irene M. Hurtado
McCARTER & ENGLISH, LLP
Four Gateway Center
100 Mulberry Street
Newark, NJ 07102

Attorneys for Plaintiff Hayward Industries, Inc.

EXHIBIT A

United States of America

United States Patent and Trademark Office

AQUA RITE

Reg. No. 3,704,835 HAYWARD INDUSTRIES, INC. (NEW JERSEY CORPORATION)
Registered Nov. 3, 2009 620 DIVISION STREET
ELIZABETH, NJ 07207

Int. Cl.: 11 FOR: ELECTROLYTIC CHLORINE GENERATOR FOR USE WITH SWIMMING POOLS AND
SPAS FOR WATER PURIFICATION, IN CLASS 11 (U.S. CLS. 13, 21, 23, 31 AND 34).

TRADEMARK FIRST USE 2-5-1997; IN COMMERCE 2-5-1997.
PRINCIPAL-REGISTER

THE MARK CONSISTS OF STANDARD CHARACTERS WITHOUT CLAIM TO ANY PARTICULAR FONT, STYLE, SIZE, OR COLOR.

OWNER OF U.S. REG. NO. 2,199,560.

NO CLAIM IS MADE TO THE EXCLUSIVE RIGHT TO USE "AQUA", APART FROM THE MARK AS SHOWN.

SER. NO. 77-700,176, FILED 3-26-2009.

ZACHARY BELLO, EXAMINING ATTORNEY



David S. Kyfas

Director of the United States Patent and Trademark Office

EXHIBIT B

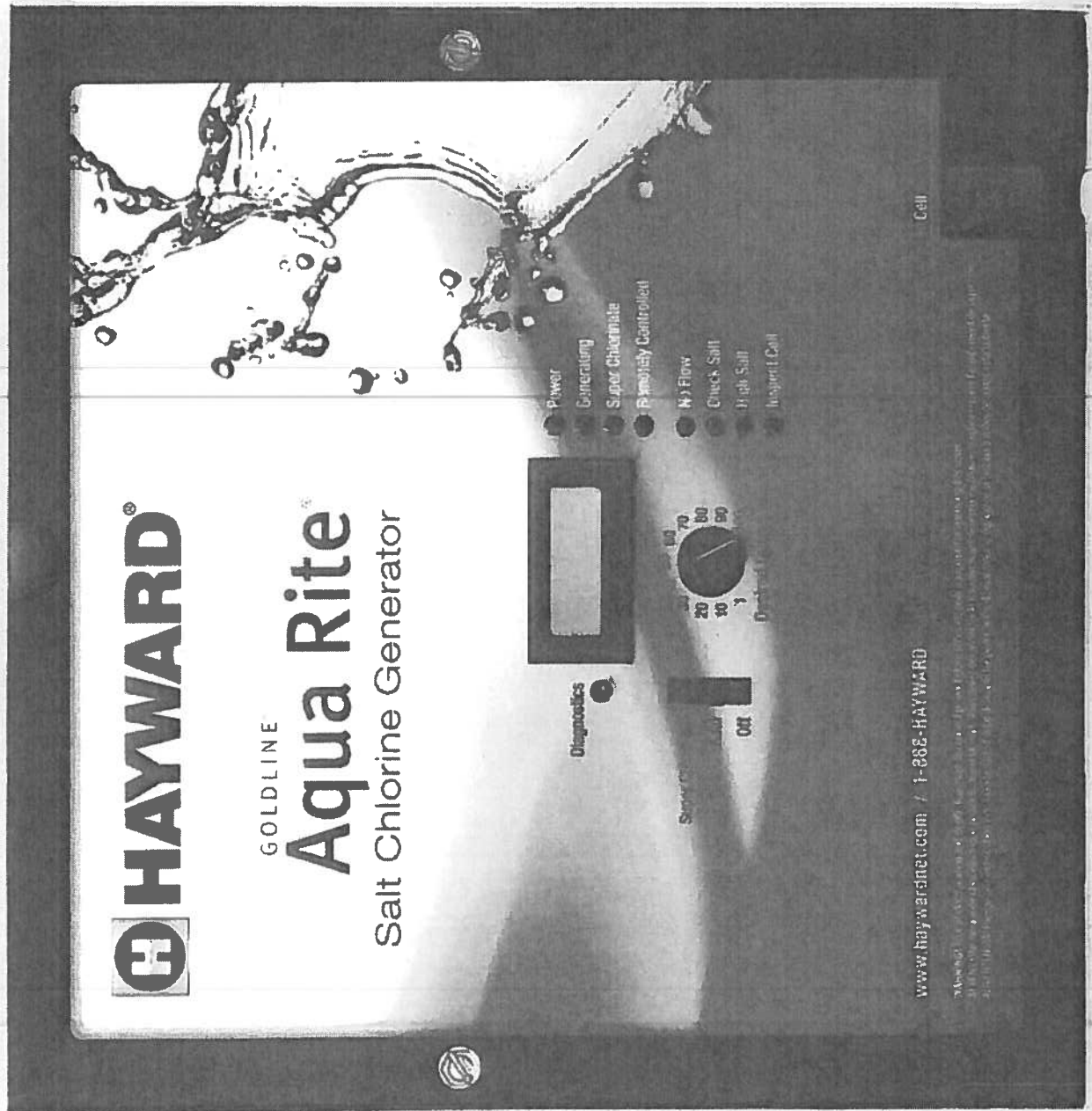


EXHIBIT C



EXHIBIT D

Int. Cl.: 11

Prior U.S. Cls.: 13, 21, 23, 31 and 34

Reg. No. 3,156,434

United States Patent and Trademark Office

Registered Oct. 17, 2006

**TRADEMARK
PRINCIPAL REGISTER**

TURBO CELL

HAYWARD INDUSTRIES, INC. (NEW JERSEY
CORPORATION)
620 DIVISION STREET
ELIZABETH, NJ 07207

NO CLAIM IS MADE TO THE EXCLUSIVE
RIGHT TO USE "CELL", APART FROM THE MARK
AS SHOWN.

FOR: ELECTROLYTIC CHLORINE GENERA-
TORS FOR USE WITH SWIMMING POOLS AND
SPAS, IN CLASS 11 (U.S. CLS. 13, 21, 23, 31 AND 34).

SEC. 3(F).

FIRST USE 2-0-1999; IN COMMERCE 2-0-1999.

SER. NO. 78-574,210, FILED 2-24-2005.

THE MARK CONSISTS OF STANDARD CHAR-
ACTERS WITHOUT CLAIM TO ANY PARTICULAR
FONT, STYLE, SIZE, OR COLOR.

CHARLES L. JENKINS, EXAMINING ATTORNEY


EXHIBIT E

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CompuPool Aqua Rite T-Cell15 Replacement Salt Cell - Replaces Hayward Salt Cell

39 customer reviews

Price: **\$325.92 + FREE Shipping**

Only 12 left in stock.
Ships from and sold by BackyardPoolSuperstore.

Estimated Delivery Date: June 10 - 15 when you choose Standard at checkout.

Share

Qty: 1 ☒

\$325.92 + Free Shipping
In Stock. Sold by **BackyardPoolSuperstore**

[Add to Cart](#)

Turn on 1-Click ordering for this browser

Ship to:
OH 45401

[Add to Wish List](#)

[Click to open expanded view](#)

Have one to sell?

[Sell on Amazon](#)

Sponsored by Pool Mate



\$26.21

[Ad feedback](#)



Father's Day is June 21

Deals and Gifts in Lawn & Garden

[Shop now](#)

Frequently Bought Together

Price for both: **\$349.80**



[Add both to Cart](#)

[Add both to Wish List](#)

These items are shipped from and sold by different sellers. [Show details](#)

- ☒ This item: CompuPool Aqua Rite T-Cell15 Replacement Salt Cell - Replaces Hayward Salt Cell \$325.92
- ☒ Hayward GLX-CELLSTAND Cleaning Stand Replacement for All Hayward Turbo Cells \$23.88

Customers Who Viewed This Item Also Viewed

Page 1 of 9



Hayward Goldline T-CELL-15 Turbo Cell, 40,000 Gallon Pool with 15-Foot Cable	Hayward GLX-CELL-15-W 40K-Gallon Turbo Cell Replacement for Select...	Hayward GLX-CELLSTAND Cleaning Stand Replacement for All...	Chlorinator Pro CP-15 Aqua Rite Replacement Salt Water T-Cell-15 Hayward to 40K
413	\$385.00	127	14

Customers viewing this page may be interested in these sponsored links (What's this?)

- Compupool Pool Parts** - Save Money! Fix your own pool. Over 1 million happy customers www.inyopools.com/Compupool_Parts
- Salt Chlorine Generators** - Compare 17 brands here! On Sale Now Great Instructions 7-Yr Warr BBB A+ www.discountsaltpool.com/
- CompuPool T-CELL-15** - **CompuPool Generic T-CELL-15** - \$349 + Limited Time Free 2-Day Shipping www.poolsupplyunlimited.com/AquaRite

[Ad feedback](#)

Special Offers and Product Promotions

- Get **\$50 to spend at Amazon.com*** when you get the **Discover It** card after \$50 in purchases on Amazon.com during the first 3 months your account is open (allow 6-8 weeks to receive your digital gift card). Plus, **Double all the cash back** you've earned at the end of your first year automatically. Learn more.*

Product Details

Shipping Information: View shipping rates and policies

ASIN: B00C7YJFR6

Average Customer Review: (39 customer reviews)

Amazon Best Sellers Rank: #88,449 in Patio, Lawn & Garden (See Top 100 in Patio, Lawn & Garden)

Product Warranty: For warranty information about this product, please click here


Would you like to **update product info**, **give feedback on images**, or **tell us about a lower price**?

Feedback


- ▶ If you have a question or problem, visit our **Help pages**.
- ▶ If you are a seller for this product and want to change product data, click **here** (you may have to sign in with your seller id).

Product Ads from External Websites (What's this?)

Sponsored Content Page 1 of 5


15K Gallons Hayward Aqua-Rite and Swimpure Replacement Cell
\$214.00
+ Free Shipping
[Save on Pool Supplies](#)


Generic AutoPilot SC-36 (RC-35/22) Repl. Cell - Pool Salt Chlorinator...
\$222.59
+ Free Shipping
[Backyard Pool Superstore](#)


Generic Resilience A5/ESC 40K Repl. Cell - Pool Salt Chlorinator...
\$341.24
+ Free Shipping
[Backyard Pool Superstore](#)


Generic Resilience A3/E3C 18K Repl. Cell - Pool Salt Chlorinator...
\$251.99
+ Free Shipping
[Backyard Pool Superstore](#)

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Customer Questions & Answers

See questions and answers

Customer Reviews

39
 16 out of 5 stars

5 star	10%	Share your thoughts with other customers
4 star	3%	
3 star	3%	
2 star	5%	
1 star	79%	

Write a customer review

See all 39 customer reviews

Most Helpful Customer Reviews

18 of 38 people found the following review helpful

Compupool replacement T-15 Cell

By JKAmazonReview on June 11, 2013

DO NOT, I repeat, DO NOT PURCHASE THIS REPLACEMENT CELL! This cell is worthless. I did extensive research before buying this replacement cell for my Hayward salt system. Initially, it produced a lot of chlorine just like the reviews I read had stated. The problem is that it failed after just 3 months of use. I bought it partly because of the fantastic 3 year full warranty. When I went to file a claim I had to jump through just about every hoop imaginable, sending this reading and that and water reports from a store. Eventually, they replaced it. That cell worked for about 2 months and then the same thing happened again. I didn't think it could possibly be the cell so I thought my board had just died and didn't want to have to replace the whole thing so I started using chemicals to chlorinate. After months of adding chemicals I was ready to go ahead and bite the bullet to get a new control board. I got a pool company that specialized in salt systems. They came out and much to my surprise diagnosed the problem as the cell! So I tried to file another warranty claim. Well this time I'm really getting a crazy run around and even though the test results clearly show that all chemicals are in balance for the system they are saying it's my water. NOT POSSIBLE. They tried to say it was the CYA (stabilizer). He tried to tell me mine was too high at 99. When I questioned that and pointed out that 99 is within the acceptable range he told me that it must be "something in my water", but can't point to what it could be. Everything has been checked, including phosphates. The "something" is the crummy cell!!!!

3 Comments Was this review helpful to you?

15 of 16 people found the following review helpful

Pool Supply Warehouse Was Great / CompuPool Awful

By michael crosbie on June 5, 2013

Verified Purchase

I purchased this product as a replacement for my T-15 Hayward salt cell due to the lower price and the information of it being a direct replacement. I started having problems with the cell not working with my Hayward Swim Pure + system and contacted manufacturer of the cell CompuPool directly. At first they were very helpful telling me to repack cell, get water sample etc. I did all these things and when preparing to ship it back I got an Email telling me that the cell was fine it must be something else. At this point I was not very happy. I contacted the vendor Pool Supply Warehouse and they were Extremely helpful that is why there are two stars instead of one. I ordered the T-15 CELL which is the exact replacement for my original cell. I received it next day and everything is fine. I will order other products from Pool Supply Warehouse in the future but suggest to others to be very cautious if purchasing this product from CompuPool as a replacement from the original Hayward equipment.

Comment Was this review helpful to you?

10 of 10 people found the following review helpful

DO NOT BUY



Ad feedback

Most Recent Customer Reviews

WARRANTY SCAM

purchased march 2014. unit failed 3 months later. claim filed and approved by compupool. numerous phone calls later, now may 2015 and no replacement.

[Read more](#)

Published 10 days ago by Janet Colton

Like many others that have reviewed this cell

Like many others that have reviewed this cell, it is worthless. For the first swim season it worked great, the second swim season I was constantly chasing erroneous salt readings. [Read more](#)

Published 23 days ago by Jeffrey Waldrup

Compupool Cell Warranty Process an Absolute Joke.

While I believe that this is a decent replacement cell, the company's warranty process does not measure up. [Read more](#)

Published 24 days ago by Robert Johnson

This product has worked well for us. It lasted ...

This product has worked well for us. It lasted about 2 1/2 years in Florida. My problem is getting a replacement through the warranty. [Read more](#)

Published 1 month ago by bevlvnn

google compupool and better business bureau. "F" rating

google compupool and better business bureau. "F" rating

Published 1 month ago by pnb

Junk with a fictitious warranty

Didn't even get 2 years out of this cell. The sealant around the power supply cord leaked glue all over the coupling and made it just about impossible to remove. [Read more](#)

Published 2 months ago by Taja Duncan

By Pete M on August 7, 2013

I have now gone through three of these cells. The first one lasted about 3 months before it started reading a very low (200 ppm) salt level. I called the manufacturer and got a warranty replacement, which took about a month. The second one lasted about 8 months, but mostly because it was wintertime, when the cell doesn't generate since it's too cold. The third one was DOA. I even tried replacing the Goldline motherboard (\$135) to see if that was the problem. I have been pleased with the customer service - it is easy to get a replacement - but it's not worth coming home to a green pool after a week vacation. I had a name brand Hayward cell before this and it lasted 5 years. I'm spending the extra \$75 and going with the OEM cell. I would NOT buy this cell again and I would give 0 stars if I could.

1 Comment Was this review helpful to you?

11 of 12 people found the following review helpful
 unhappy

By susan davis on August 14, 2013

I purchased my compupool replacement salt cell about 2 years ago. The cell worked very well for about 10 months. Since then I have had it replaced two times and am now waiting for the third time. I bought it for the good warranty but a warranty is worthless if you have to replace it all the time. My last two replacements were used cells and each had problems. This last one probably had problems when I recieved it but it was winter time so hard to see bad cell production. Recommendation::: Do not purchase this generic. Buy Hayward my original cell lasted 4 years.

Comment Was this review helpful to you?

7 of 7 people found the following review helpful
 Poor product all the way around

By flynnhart1 on May 29, 2014

Purchased a T-Cell 15 online from Titanium Cells in August 2013 with a "no hassle 3 year warranty". The cell stopped producing chlorine in May of 2014. Oh, and it leaks as well at the inlet and outlet sides due to poor thread design. Turns out, it is actually a Compu pool product, don't get fooled by the Titanium Cell website trying to make it look like it is their product. I called Ttanium Cell for a warranty replacement and they told me to call Compu pool as it is their product. I called Compu pool and was told I'd receive warranty info via email. Waited over a week and no email. Called and left message and they called the next day and said I'd get the email that day. Three days later, no email. Emailed Titanium Cell requesting support from them in obtaining a warranty replacement cell and no reply. So much for the "no hassle warranty". Not happy with the product or the customer service. I'll update if I ever get a replacement.

Comment Was this review helpful to you?

7 of 7 people found the following review helpful
 DO NOT BUY THIS CELL IT FAILS CONTINUOUSLY!!!!!! FIFTH REPLACEMENT
 IN 2 1/2 YEARS!!!!!!

By Greg Hustad on May 8, 2014

I purchased this cell in Aug 2011. I am waiting for my FIFTH cell that I have had to replace to date. Everytime I request a replacement cell they tell me it is out of stock and today they told me that the manufacture was telling them they were short of raw materials AND COULDN'T GIVE THEM A DATE WHEN THEY WOULD BE AVAILABLE. WHAT??? Why the hell don't you have this cell in stock??? If I were to buy a new one on Amazon I could get it in a couple of days. Why do your distributors have them in stock but the factory has none to replace it and couldn't even give me a date that it would be available. And as others have said trying to get ahold of their customer repair service is nearly impossible.... AGAIN, DO NOT BUY THIS CELL!!!! I AM WAITING TO GET MY FIFTH REPLACEMENT IN TWO AND A HALF YEARS....

Comment Was this review helpful to you?

See all 39 customer reviews (newest first)

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It seemed like a good idea when I purchased it
 It seemed like a good idea when I purchased it. 3 year warranty and all. After 2 years it didn't read the salt level correctly so it would not chlorinate. [Read more](#)
 Published 2 months ago by Fred Erickson

Good luck getting a replacement
 DO NOT SPEND A DIME ON THIS POS. They work for a few months and then die. Good luck getting a replacement. [Read more](#)
 Published 2 months ago by Scott Hornick

Not worth all the trouble
 Cell failed after normal use in less than 2yrs. Followed all warranty directions and finally received my replacement.....7 MONTHS LATER!!!! Check out reviews of others. [Read more](#)
 Published 3 months ago by MJB0

Poor quality product
 Poor quality product. First product failed within 18 month, 2nd failed within a year. First was replaced under warranty. [Read more](#)
 Published 4 months ago by Pamela K Reed

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Roll over image to zoom in

Hayward Goldline T-CELL-15 Turbo Cell, 40,000 Gallon Pool with 15-Foot Cable

by Hayward

444 customer reviews
118 answered questions

List Price: ~~\$645.00~~
Price: **\$409.00** & FREE Shipping. Details
You Save: \$236.00 (37%)

In Stock.
Ships from and sold by Amazon.com. Gift-wrap available.

Want it tomorrow, June 23? Order within 8 hrs 6 mins and choose One-Day Shipping at checkout. Details

Size: 40000 Gallon

15000 Gallon	25000 Gallon	40000 Gallon
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OH 45401

Buy used: **\$347.65**

- Turbo Cell for use with Goldline AQR - PRO, AQR, or AQR-X296, or Goldline controllers
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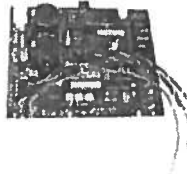
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Special Offers and Product Promotions

Size: 40000 Gallon

- **Save Big On Open-Box & Used Products:** Buy "Hayward Goldline T-CELL-15 Turbo Cell, 40,000 Gal..." from Amazon Open-Box & Used and save 46% off the \$645.00 list price. Product is eligible for Amazon's 30-day returns policy and Prime or FREE Shipping. See all offers from Amazon Open-Box & Used.
- Your cost could be **\$379.00 instead of \$409.00!** Get a **\$30.00 gift card instantly** upon approval for the **Amazon.com Rewards Visa Card**. Apply now.

Product Description

Size: 40000 Gallon

Product Description

Replacement turbo salt cell for the Goldline Aqua Rite salt chlorinator from Hayward, Hayward replacement part number T-CELL-15.

From the Manufacturer

Goldline T-CELL-15 Chlorinator for 40,000-Gallon Pool, 15-Foot Cable. Right-sized salt chlorination. Goldline Controls now offers a Newline of Turbo Cells for their salt chlorination and controls solutions. The cells now come in three sizes - 40,000, 25,000 and 15,000-Gallon. The New sizes enable you to right-size your pool for the most-efficient and cost-effective chlorination possible. These cells are based on the proven Turbo Cell technology that made Goldline Controls the leader in salt chlorination. They automatically generate a self-renewing supply of fresh, pure chlorine -

Product Details

Size: 40000 Gallon

Product Warranty: For warranty information about this product, please click here [PDF]

Manual [PDF]

Product Dimensions: 7.3 x 13.1 x 5.8 Inches ; 4.2 pounds

Shipping Weight: 4.4 pounds (View shipping rates and policies)

Domestic Shipping: Item can be shipped within U.S.

International Shipping: This item is not eligible for international shipping. Learn More

ASIN: B002EL40RM

Item model number: T-CELL-15

Average Customer Review: (444 customer reviews)

Amazon Best Sellers Rank: #421 in Patio, Lawn & Garden (See Top 100 in Patio, Lawn & Garden)

#5 in Patio, Lawn & Garden > Pools, Hot Tubs & Supplies > Parts & Accessories > **Pumps**

#8 in Patio, Lawn & Garden > Pools, Hot Tubs & Supplies > Cleaning Tools & Chemicals > Chemicals & Water Testing Products > **Chlorine**

Product Warranty: For warranty information about this product, please click here [PDF]

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Hayward Aqua-Rite In
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Gal...

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Hayward T-CELL-15
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444

4.8 out of 5 stars

5 star 81% Share your thoughts with other customers
4 star 9%
3 star 2%
2 star 2%
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Write a customer review

See all 444 customer reviews

Most Helpful Customer Reviews

99 of 101 people found the following review helpful

Great cell if you get the T-cell 15 model that is, Poolman review

By Mrdgvb1 **TOP 1000 REVIEWER** on May 25, 2013

Size 40000 Gallon
I've read a lot of reviews about this vendor and other vendors selling the Hayward Turbo Cell T-15 and how some customers got a T-9 or an entirely different salt cell. I would suggest confirming with the seller before finalizing the purchase online. From what I have read here you need to be careful to read the actual description at check out.

You also want to check your units firmware version..Some units cannot switch between a T-3, T-9 or T-15 cell. You may need to get an exact

Length: 3:30 Mins

replacement cell in that case - for example you can't go up to a T-15 from a T-9 unit. I think the newer units can take the four different salt cell models and not the older units.

The T-15 cell shown here has a three year warranty - one year parts and labor and two more years parts only -labor extra. The T-cell 15 should last a good five years under normal conditions. The video covers basic installation & when to replace the cell:

This is how and when to replace your Hayward Aqua Rite Turbo Cell T-15, T-9, T-3. It is pretty simple to do but you may need to recalibrate the new cell. It will also recalibrate itself after a couple of hours. I also cover when to replace the cell and will show you how to recalibrate the unit.

Basically if the salt cell is over five years old or near that age you will start to notice some common problems. The most obvious is that the inspect cell light will stay on solid even after the cell is clean. You will also get a low salt level reading even when the salt level is fine.

It is a good idea to get a reading at your local store or with a salt test strip if you think the unit is failing. You may also have problems with low voltage and low amps when the salt cell is generating. Read more »

2 Comments Was this review helpful to you?

105 of 108 people found the following review helpful

If you are not purchasing through Amazon, you're paying too much.

By James T. Ory on September 18, 2010

Size: 40000 Gallon Verified Purchase

I purchased my t-cell through Amazon.com. I have a 7 year old Nature Soft system that really has served me well. The t-cell finally failed, two years after its normal life span. Not bad. I live in Florida so the system runs 385 days a year at around 8 hours per day. Do the math.

Buying the replacement t-cell through Amazon saved me almost \$180.00 - no complaints there. I ordered it on the 13th of the month and it arrived on the 18th of the month - super saving shipping and it came 4 days earlier than estimated. Again no complaints.

I removed the old cell, making sure my pool water was chemically balanced, and installed the new cell. Turned on the pump, reset the controller, and I've got chlorination again.

My only mistake I made was not checking the salinity of the water with salt strips before adding more salt because the controller displayed low salt. When the cell is older than 3 years, double check your salt level with salt strips before adding salt. I added so much salt before realizing the cell could be bad, that I needed to drain almost half the pool and refill with clean water to get the level back into the normal range.

One other thing that may be of useful information is that you should replace your cell with the same rating as the one that has failed. I have a 13,000 gallon pool with a 40,000 gallon t-cell. I could have gone with a

\$1.00 off coupon
on one Pentair product
Offer ends on or before
Jul 5, 2015

Ad feedback

Customer Images

Most Recent Customer Reviews

Five Stars

received promptly and after a few minutes to install, it was working perfectly.

Published 1 day ago by Peter J Pfarr

order was on time and in excellent

condition. I would recommend...

no problem finding the right cell, order was on time and in excellent condition. I would recommend Hayward for all your pool needs.

Published 1 day ago by sandra phillips

and our salt generator is working just fine. We highly recommend the...

When our T-Cell stopped working, our local pool company wanted \$700 for a new one. When researching our options on Amazon, this is the exact same item we were replacing and was... [Read more](#)

Published 2 days ago by kotagreen

and it works great!!

It was the right part that I needed, and it works great!!!

Published 3 days ago by Thomas O'Reilly

Buy the OEM like this one (not a

generic)

My pool is about 10 years old... my first OEM (just like this one) lasted about 7 years. My last replacement (3 years ago) was a generic and is just plain stopped working right... [Read more](#)

Published 3 days ago by Patrick Ryan

Five Stars

Arrived on time and works perfectly.

Published 3 days ago by John Schreiner

Five Stars

Excellent price. Easy to replace.

Published 4 days ago by Cape1628

Five Stars

Product arrived as expected and is working fine.

Published 5 days ago by Daniel Stolz

So easy to install and within and few

hours

So easy to install and within and few hours, my pool was clearing up and now is crystal clear. So thrilled.

Published 8 days ago by Judith Anderson

Five Stars

lower rated t-cell, but then I think one needs to change the firmware to adjust for the difference. With the exact replacement cell, you only need to reset the controller after reinstalling the new replacement t-cell.

4 Comments Was this review helpful to you?

20 of 20 people found the following review helpful

They do what they say the will do and are virtually maintenance free

By T. Wilson on April 22, 2012

Size: 40000 Gallon

Do the research. Yes I too ended up adding too much salt to my pool because I got a bad reading on display. But really DA I should have noticed from past experience I was adding way too much salt to bring the level up. However, the additional salt does not ruin the unit it was bad prior to that. My research revealed that I should expect 3-5 years of use from the unit based on hours run, I should get about 10,000 hrs out of the unit (of course there are some variables, common sense tells you this). Here's my finding from PoolCenter.com, "What happens if I add too much salt?

Over-salting will not harm your chlorine generating system, but will lead to a salty tasting water. For some, this is not undesirable as it will more closely match our bodies natural salinity level, making it more comfortable to swim in. If it is too excessive (over 8000 ppm), you can sustain corrosion damage to metallic equipment such as stainless steel handrails, ladders and filters, light rings, or copper heat exchangers. To reduce the salt level, dilution is the solution. Drain some water and refill with fresh water." JUST do the research is my suggestion

2 Comments Was this review helpful to you?

49 of 55 people found the following review helpful

All you need for replacement

By J. Lane on August 29, 2009

Size: 40000 Gallon **Verified Purchase**

My salt system was installed with the pool in '03 and the generator just went out. Luckily my local pool dealer was honest and said to check online for a new t-cell. They wanted \$750 and this is the same item for over \$200 less. I've never had a problem with Amazon so I figured it was worth a shot. It works just fine so no complaints.

1 Comment Was this review helpful to you?

89 of 104 people found the following review helpful

Frustrating --

By Jeff Smithers on May 20, 2010

Size: 15000 Gallon **Verified Purchase**

I had a T Cell 15 (40,000 gallon rated) for our 13,000 gallon pool. I thought, let me save some money and get the right size.

Opened the box -- and there's a warning about the firmware for your controller -- your control panel, depending on model, has to be running a certain version of the firmware to use this cell.

I call the maker - aquarite -- and they said you'd have to replace the whole panel to update the firmware.

Guess I'll stick with the T Cell 15. Wish that'd been posted somewhere in the tech specs. Make sure your device will accept this.

11 Comments Was this review helpful to you?

See all 444 customer reviews (newest first)

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Set up an Amazon Giveaway






Amazon Giveaway allows you to run promotional giveaways in order to create buzz, reward your audience, and attract new followers and customers. [Learn more](#)


This Item: Hayward Goldline T-CELL-15 Turbo Cell, 40,000 Gallon Pool with 15-Foot Cable

Price: \$409.00

Ships from and sold by Amazon.com

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Hayward GLX-CELL-15-W 40K-Gallon Turbo Cell Replacement for Select...	Hayward GLX- CELLSTAND Cleaning Stand Replacement for All...	Hayward GLX-CELL-5 20K-Gallon Turbo Cell Replacement for Select Hayward Salt Chlorine...	Hayward T-Cell-15-LL Extended Life TurboCell Pool with 15 Feet Cable, 40000-Gallon	Hayward AQR15 Goldline AquaRite Electronic Salt Pool Chlorinator Control Box Complete with...
80	133	39		39
\$385.00	\$23.88	\$295.00	\$675.00	\$901.99



Simple Cell Replacement
Salt Cell Up To 40,000
Gallon

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(92)

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CompuPool Aqua Rite T-Cell15 Replacement Salt Cell - Replaces Hayward... Customer Reviews

Customer Reviews CompuPool Aqua Rite T-Cell15 Replac...

39
1.6 out of 5 stars

5 star	10%
4 star	2%
3 star	3%
2 star	5%
1 star	80%

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Most helpful positive review

See all 5 positive reviews ›

1 of 1 people found the following review helpful

Worked in Florida for three years.

By Warren Redlich on September 27, 2014

I bought mine from another website over 3 years ago. It just failed now and I think it's done. But that's three years in Florida, where we run it every day and don't close it for winter. I'll happily buy another.

Most helpful critical review

See all 34 critical reviews ›

38 of 38 people found the following review helpful

Compupool replacement T-15 Cell

By JKAmazonReview on June 11, 2013

DO NOT, I repeat, DO NOT PURCHASE THIS REPLACEMENT CELL! This cell is worthless. I did extensive research before buying this replacement cell for my Hayward-salt-system. Initially, it produced a lot of chlorine just like the reviews I read had stated. The problem is that it failed after just 3 months of use. I bought it partly because of the fantastic 3 year full warranty. When I went to file a claim I had to jump through just about every hoop imaginable, sending this ~~feedback~~ that and water reports from a store.

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on Ziploc® Space Bags®

Ad feedback

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What do you want to know about CompuPool Aqua Rite T-Cell15 Replacement Salt Cell - Replaces Hayward Salt Cell?

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WARRANTY SCAM

By Janet Cotton "jic" on May 24, 2015

purchased march 2014. unit failed 3 months later. claim filed and approved by compupool. numerous phone calls later, now may 2015 and no replacement. their explanation is: the company/supplier in Australia is not providing the dealer with replacement units. But they continue to sell the units...???????\$\$\$\$ A WARRANTY SCAM

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Like many others that have reviewed this cell

By Jeffrey Waldrup on May 11, 2015

Like many others that have reviewed this cell, it is worthless. For the first swim season it worked great, the second swim season I was constantly chasing erroneous salt readings. One week it would read high and the next it would read low. I basically didn't trust it and had to use strip tests all the time. The third season I didn't use it since it since I replastered my pool. Now the beginning of the fourth season and it reads "High Cell Temp" and will not turn on. Took the cell to my local pool store and they verified the sensor was shot. I am conveniently 2 weeks past the three year warranty and Compupool will not replace. So now I have to buy an new cell for a what is essentially a \$15 part at best.

Comment Was this review helpful to you? Report abuse

Compupool Cell Warranty Process an Absolute Joke.

By Robert Johnson on May 11, 2015

While I believe that this is a decent replacement cell, the company's warranty process does not measure up. The company I work for represents major pool equipment manufacturers and their warranty process works wonderfully. However, with Compupool things have been a bit slow in regards to getting warranties resolved. I submitted a warranty claim in September of 2014 and another in February of 2015 for two different defective cells and am yet to receive replacement cells under warranty. In effect I have paid twice for each product with no indication whatsoever that I will ever get replacements. I have been told that the replacement cells are on back

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order from Australia. It makes no sense to me that new cells are sold daily but warranty cells are unavailable. I would shy away from purchasing this product until they can get their warranty process in shape.

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This product has worked well for us. It lasted ...

By beviynn on April 28, 2015

This product has worked well for us. It lasted about 2 1/2 years in Florida. My problem is getting a replacement through the warranty. Completed all their paper work sent it all in and was told the warranty was approved. However, I was advised that they are on back order. I have been waiting a month now. This company needs to fix their warranty issues.

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google compupool and better business bureau. "F" rating

By pnb on April 7, 2015

google compupool and better business bureau. "F" rating

Comment Was this review helpful to you? Report abuse

1 of 1 people found the following review helpful

Junk with a fictitious warranty

By Taja Duncan on April 4, 2015

Didn't even get 2 years out of this cell. The sealant around the power supply cord leaked glue all over the coupling and made it just about impossible to remove. The warranty is worthless because customer service is no existent. DO NOT BUY!

Comment Was this review helpful to you? Report abuse

1 of 1 people found the following review helpful

It seemed like a good idea when I purchased it

By Fred Erickson on March 31, 2015

It seemed like a good idea when I purchased it. 3 year warranty and all. After 2 years it didn't read the salt level correctly so it would not chlorinate. In early October, 2014, I requested a warranty replacement (going through all of their hoops). Warranty replacement was approved on October 23, 2014. It is now March 31, 2015 and they are telling me that they received the wrong cells in their last shipment from Australia. The interesting part is that it appears that their distribution channel is full of the cells yet they can't send me a warranty replacement. I wish I had looked at the BBB rating before purchasing:
"On 08/28/2014 this company's accreditation in BBB was revoked by BBB's Board of Directors due to failure to eliminate the underlying cause of complaints on file with the BBB and failure to maintain minimum BBB Rating" Better Business Bureau rates them an F on an A-F scale.

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Good luck getting a replacement

By Scott Hornick on March 14, 2015

DO NOT SPEND A DIME ON THIS POS. They work for a few months and then die. Good luck getting a replacement. I've been waiting over 3 months after spending 1 month trying to "prove" the cell failed. Had to send in pictures, 2 years of pool chemistry history, credit card info, e-mails and phone calls up the ying-yang. The excuse is the factory in Australia has them back-ordered but of course you can buy them all over the internet. What a JOKE!!!!

Comment Was this review helpful to you? Report abuse

Not worth all the trouble

By MJB "Mick" on February 20, 2015

Cell failed after normal use in less than 2yrs. Followed all warranty directions and finally received my replacement.... 7 MONTHS LATER!!!! Check out reviews of others This product is a joke and so is the warranty. Check out the Fla. BBB report..

Comment Was this review helpful to you? Report abuse

1 of 1 people found the following review helpful

Poor quality product

By Pamela K Reed on January 30, 2015

Poor quality product. First product failed within 18 month, 2nd failed within a year. First was replaced under warranty. Our warranty request was approved on the second product, but after six months of waiting, it is still "out of stock" - yet these cells are still being sold new online. Our advice: DO NOT BUY THIS PRODUCT.

Comment Was this review helpful to you? ☐ Yes ☐ No Report abuse

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1.6 out of 5 stars

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2 star	5%
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Worked in Florida for three years.

By Warren Redlich on September 27, 2014

I bought mine from another website over 3 years ago. It just failed now and I think it's done. But that's three years in Florida, where we run it every day and don't close it for winter. I'll happily buy another.

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Compupool replacement T-15 Cell

By JKAmazonReview on June 11, 2013

DO NOT, I repeat, DO NOT PURCHASE THIS REPLACEMENT CELL! This cell is worthless. I did extensive research before buying this replacement cell for my Hayward salt system. Initially, it produced a lot of chlorine just like the reviews I read had stated. The problem is that it failed after just 3 months of use. I bought it partly because of the fantastic 3 year full warranty. When I went to file a claim I had to jump through just about every hoop imaginable, sending this feedback that and water reports from a store.

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1 of 1 people found the following review helpful

Don't buy Compupool products!

By Paula J Cardinali on January 17, 2015

Do not buy ANYTHING from Compupool they have the WORST customer service imaginable. My salt generator died after 3 months and it took 6 months for them to get me a replacement. That was last August. I'm still trying to get my chlorine reimbursement. It's been over 3 months now. Buy Hayward and stay away from Compupool.

Comment Was this review helpful to you? Report abuse

Do not buy!!

By Lisa Renshaw "Do It Yourself Queen" on January 14, 2015

Don't Buy! These are crap- will fail about a year in and the 3 year warranty is bogus! I have filed paperwork and been waiting for 5 months for my replacement cell after my cell failed 1 year in and still no response!! Too bad because I liked the lower price and clear viewing housing

Comment Was this review helpful to you? Report abuse

This product is inferior and failed after one year of ...

By Michelle Crefasi on December 24, 2014

This product is inferior and failed after one year of operation. I have been unable to obtain a warranty replacement from the company. I would not purchase this unit.

Comment Was this review helpful to you? Report abuse

COMPU POOL T15 Salt Cell

By Havasu Kid on December 13, 2014

DO NOT BUY THIS CELL there warranty is not worth darn they keep on saying they are on back order and ca not give a Date when they will get them. They may be cheaper, but don't buy it. My cell is 14 month old and bad.....


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80

\$385.00

 Hayward GLX-CELLSTAND Cleaning Stand Replacement for All Hayward Turbo Cells by Hayward
133

\$23.88

Comment Was this review helpful to you? Report abuse

Five Stars

By KENNETH R. on November 23, 2014

Verified Purchase

Very satisfied with purchase and delivered on time.

Comment Was this review helpful to you? Report abuse

piece of crap. lasted less than a year

By sondra j zimmerman on November 17, 2014

piece of crap. lasted less than a year. almost 7 months later company is still giving me the runaround and not replacing it. To their credit they have paid for my chlorine. I feel sorry for the ladies in the front office who have to field all the phone calls

Comment Was this review helpful to you? Report abuse

Warranty? Don't bother.... Worthless Customer Service

By Mistersandman on October 18, 2014

This unit worked fine for 15 months, then quit. I contacted the company for a warranty claim and was led through an unbelievable mazo of paperwork, faxes, unanswered emails. I received a replacement 2+ months later. Needless to say, in this time period I had to purchase another salt cell to keep my pool running... so now I have a spare. My advice: don't bother with a company like this.

Comment Was this review helpful to you? Report abuse

1 of 1 people found the following review helpful

Worked In Florida for three years.

By Warren Redlich on September 27, 2014

I bought mine from another website over 3 years ago. It just failed now and I think it's done. But that's three years in Florida, where we run it every day and don't close it for winter. I'll happily buy another

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1 of 1 people found the following review helpful

I purchased this cell in September 2011. It had ...

By Donna S Nestra on September 5, 2014

I purchased this cell in September 2011. It had a three year warranty. It stopped working properly in December 2013. After filling out the warranty paperwork and acquiring all required backup and proof that the cell was not working, I received a replacement from CompuPool in March 2014. The replacement never worked. I called CompuPool and was told another replacement would be sent to me immediately. It is now September and I have no idea when or if I'll get the replacement. I have been lied to and promised and told one story and excuse after another. The latest information is that there are 75 people ahead of me to get a replacement. The story before that was that a shipment would be in this week and I would have the part fedex'd to me immediately. What can I do? Hopefully my story will help others. NEVER BUY THIS COMPUPPOOL PART. Personally, I will never use ANY CompuPool products again.

Comment Was this review helpful to you? Report abuse

But I do like the clear case it sure makes it easy when ...

By Buck Anderson on September 5, 2014

Verified Purchase

Seems to work OK.. But I find it does have some trouble giving the correct salt level readings on the control mod. But I do like the clear case it sure makes it easy when you can see the cell. Just check your salt level with the correct test kit...

Comment Was this review helpful to you? Report abuse

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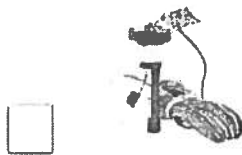



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16 out of 5 stars

5 star 0%

4 star 2%

3 star 3%

2 star 5%

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warranty service is the worst I've seen in the industry

By michael j laber on August 25, 2014

do not buy any compupool product, the failure rate is 100%, warranty service is the worst I've seen in the industry. after 2 mos I received a cell that had the right label but only half the plates inside. no response to phone call or email inquiries

Comment Was this review helpful to you? ☐ Yes ☐ No

2 of 2 people found the following review helpful

Stay away!!

By Garrett Ryum on August 13, 2014

Purchased product November 2013, unit worked great initially. Less than six months later the unit failed. Submitted required paperwork in early May 2014 showing unit failed. After 2 weeks of hearing nothing I was finally able to get a hold of the warranty company (compu-pools/pools express). They stated I am unable to get a replacement product at this time as I am told the product is back ordered and they have no clue when a shipment is coming in. I have requested to have my money refunded as this product failed after only 6 months and they are unable to provide a replacement in a timely manner. BOTH companies (Titalium cells and compu-pools) state they cannot do that for me and that the other company can. One can only take so much run around. There is a simple solution both neither company wants to take ownership. However, this is who I purchased it from and they are unwilling to help. I am to just continue dumping money into my pool in the form of chlorine because they cannot replace my broken product and have no clue when I might receive my replacement. It is now mid Aug and has been over 3 months since I initially requested a replacement. Three months of the hottest time of the year just wasting more money with chemicals because they cannot honor their warranty. It is impossible to get a hold of anyone from Compu-pools. Three weeks ago I finally got a hold of them, they stated "great news" we are getting a shipment of 105 early next week should be shipped to you next wed. Two weeks later still no word, still no product. After multiple days of over 15-20 min on hold with customer service I get an email that states "We are still waiting for cells to come in. We have no ETA on when they will arrive." This company made a crappy product and

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\$23.88

slapped a warranty that they cannot honor to try and attract buyers. They also do not post negative reviews on their website as I have posted previously and it is nowhere to be found. Both companies; Titanium cells AND Compu-Pools have horrible products and horrible customer service along with a terrible product.

1 comment Was this review helpful to you? Report abuse

1 of 1 people found the following review helpful

WARNING: "FULL REPLACEMENT WARRANTY" TAKES OVER 4 MONTHS

By DONALD S DUFAUX on August 8, 2014

OK - I FINALLY RECEIVED MY REPLACEMENT SALT CELL...!!! It took more than 4 months, it is now the end of the season, and I ended up having to purchase a new one (different company, obviously), so now I have an extra. But I have to admit that they did finally send it. It has been over two months since my warranty claim was "approved". Not only have I not received a replacement, but the only communication I ever receive from COMPUPPOOL is if I call or e-mail them, and the response is always the same - they are having "supply chain problems" and the replacement will be sent in "2 or 3 days". Right. Last time was 2 weeks ago. I wonder if they have the same supply chain problem with new orders? I (too late) have seen this same theme repeated in a lot of other reviews here, I wonder how many other additional victims didn't bother with a review... The only good things I can say about this product is (1) it does look pretty, and (2) it worked for almost 2 seasons (like 5-6 months real time). Caveat emptor.

1 comment Was this review helpful to you? Report abuse

Perfect, second purchase.

By Ian Millar on July 23, 2014

Great cell, first purchase lasted 4 1/2 years, now on my second and working perfectly.

Comment Was this review helpful to you? Report abuse

2 of 2 people found the following review helpful

Zero stars!

By Tammy on July 16, 2014

ZERO stars! Been waiting for MONTHS on replacement. If you buy, it WILL go out.... just plan on it.

Comment Was this review helpful to you? Report abuse

1 of 1 people found the following review helpful

BEWARE - YOU HAVE BEEN WARNED!

By Jimmy on July 15, 2014

DON'T DO IT! ENOUGH SAID

Comment Was this review helpful to you? Report abuse

3 of 3 people found the following review helpful

The verdict is still out

By CR_SummerDell on June 21, 2014

I have a 40k gallon salt pool in Texas which received a newly installed Aquarite salt system May 2007 and the original cell died April 2012. I purchased this CompuPool T-Cell 15 replacement cell from poolsupplyworld April 2012 instead of an OEM replacement for two reasons:

1. At the time there was a huge price difference, nearly \$150.
2. I liked the idea of being able to see calcium build up on the cell while installed so I knew exactly when to clean it, and see when chlorine is being generated.

Both of these incentives worked out great for the duration of the cell, but I was disappointed the cell died May 2014 only two years after purchase. During the two years it operated fine, in fact it produced more chlorine than the OEM cell it replaced, but the control board acted a little different with this CompuPool cell although I was able to adjust and it wasn't an issue. I also called both poolsupplyworld and CompuPool a couple times during those two years in which I didn't have a problem getting support and answering my questions although I recall wait time on phone being long and having to leave message and wait for callback which isn't totally uncommon with many companies but if impatient can be annoying. When my CompuPool cell died I contacted CompuPool directly and encountered much of the same everyone else has mentioned in their reviews;

1. Q&A
2. Proof of purchase, original receipt
3. Water samples
4. Submit claim form
5. Provide credit card # for charge back if I don't return the bad cell

I was prepared for all this and was able to provide all this information up front with no delay. I maintain my own pool and have all the good test kits by Taylor and not those cheap test strips and my values are always dead

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accurate, and CompuPool was satisfied with my tests vs having to provide a pool store results. I don't think any of their requirements are unreasonable given the amount of pool owners that think they know their pool and how to maintain and test a pool and really don't, which I'm sure results in many false positives or fraudulent warranty claims, so I'm good with everything up till this point. My problem is they approve my claim no issue and have no replacement cells available, "on back order with no ETA". If you Google you'll find this is pretty much the normal response from all reviewers that managed to have their claims approved. It's been almost 4 weeks now and still no shipment date for my replacement cell, and this is the primary manufacturer not a reseller. How can there be no replacement cells?

So aside from my feeling CompuPool needs to up their warranty and replacement game, I'm not totally dissatisfied with the cell or support yet. Could be better, and sounds like others had it far worse but every situation is different resulting in different outcome. Meanwhile I'm loading my chlorine tab feeder to maintain the proper chlorine levels which works but not desired, and I'm hoping to receive this replacement cell relatively soon because the wait period here is simply not acceptable for any business that's serious about being reputable and competitive. If this doesn't work out I'll switch back to OEM cell which can now be found for only \$50 or less than this CompuPool cell and hope I get the same 4+ years operation as the original. For better or worse I will update this review with final outcome once over and done with.

Update: Its been 40 days since my claim was approved without question. I've followed up twice to which both replies were simply "no replacements available, no idea when available, you are on a list". I have since purchased a new OEM cell which is working perfectly, but under CompuPool's warranty I am still obligated to a replacement cell which I'm doubting now I'll ever receive. There's a lot of power in consumer reviews, they can completely make or break a product or company, and the trending negative reviews this product and CompuPool historically and continue to receive are clear indicators that consumers and CompuPool should take seriously. I will update this review monthly until CompuPool makes good on its product and policy.

Comment Was this review helpful to you? Report abuse

6 of 6 people found the following review helpful

Ridiculous Warranty Service

By D Ray Barker on June 11, 2014

Verified Purchase

This product stopped working in less than 16 months. I contacted Compu Pool and my replacement was approved over 1 month ago, and they still have not sent me the replacement part. They did offer to reimburse me for the cost of chlorine if I had kept the receipts. Still no estimate when the part will be delivered.

Spend the extra money and get a Hayward replacement.

Comment Was this review helpful to you? Report abuse

7 of 7 people found the following review helpful

Poor product all the way around

By flynnhart1 on May 29, 2014

Purchased a T-Cell 15 online from Titanium Cells in August 2013 with a "no hassle 3 year warranty". The cell stopped producing chlorine in May of 2014. Oh, and it leaks as well at the inlet and outlet sides due to poor thread design. Turns out, it is actually a Compu pool product, don't get fooled by the Titanium Cell website trying to make it look like it is their product. I called Titanium Cell for a warranty replacement and they told me to call Compu pool as it is their product. I called Compu pool and was told I'd receive warranty info via email. Waited over a week and no email. Called and left message and they called the next day and said I'd get the email that day. Three days later, no email. Emailed Titanium Cell requesting support from them in obtaining a warranty replacement cell and no reply. So much for the "no hassle warranty". Not happy with the product or the customer service. I'll update if I ever get a replacement.

Comment Was this review helpful to you? Report abuse

5 of 5 people found the following review helpful

Warranty is worthless - Don't buy this product

By Jeremiah Benes on May 22, 2014

After 18 months this product failed. I purchased the 3 year warranty. Now I'm waiting for a replacement and the manufacturer has no idea on when they will be able to ship the replacement. Stay away from this product - bad news.

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CompuPool Aqua Rite T-Cell15 Replacement Salt Cell - Replaces Hayward... Customer Reviews

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1 of 1 people found the following review helpful

Worked in Florida for three years.

By Warren Redlich on September 27, 2014

I bought mine from another website over 3 years ago. It just failed now and I think it's done. But that's three years in Florida, where we run it every day and don't close it for winter. I'll happily buy another.

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38 of 38 people found the following review helpful

Compupool replacement T-15 Cell

By JKAmazonReview on June 11, 2013

DO NOT, I repeat, DO NOT PURCHASE THIS REPLACEMENT CELL! This cell is worthless. I did extensive research before buying this replacement cell for my Hayward salt system. Initially, it produced a lot of chlorine just like the reviews I read had stated. The problem is that it failed after just 3 months of use. I bought it partly because of the fantastic 3 year full warranty. When I went to file a claim I had to jump through just about every hoop imaginable, sending this ~~funding~~ and that and water reports from a store.

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5 of 5 people found the following review helpful

COMPUPOOL DOES NOT HONOR WARRANTIES

By Ray on May 13, 2014

Stay away from this company. I purchased this cell a couple of years ago (3 year warranty). The cell recently failed and worse yet, smoked my circuit board, which I replaced. I contacted the American headquarters in Apopka, FL and submitted the information they requested. After almost 2 months, NO response from the company. I have tried to contact them without success. Apparently, they simply sell junk products and do not honor their warranties on their equipment. Do yourself a favor and spend the extra bucks on a more reputable company.

Comment Was this review helpful to you? ☐ Yes ☐ No Report abuse

7 of 7 people found the following review helpful

DO NOT BUY THIS CELL IT FAILS CONTINUOUSLY!!!!!! FIFTH REPLACEMENT IN 2 1/2**YEARS!!!!!!**

By Greg Hustad on May 8, 2014

I purchased this cell in Aug 2011. I am waiting for my FIFTH cell that I have had to replace to date. Everytime I request a replacement cell they tell me it is out of stock and today the told me that the manufacture was telling them they were short of raw materials AND COULDN'T GIVE THEM A DATE WHEN THEY WOULD BE AVAILABLE. WHAT??? Why the hell don't you have this cell in stock??? If I were to buy a new one on Amazon I could get it in a couple of days. Why do your distributors have them in stock but the factory has none to replace it and couldn't even give me a date that it would be available. And as others have said trying to get ahold of their customer repair service is nearly impossible. AGAIN, DO NOT BUY THIS CELL!!!! I AM WAITING TO GET MY FIFTH REPLACEMENT IN TWO AND A HALF YEARS....

Comment Was this review helpful to you? ☐ Yes ☐ No Report abuse

4 of 4 people found the following review helpful

Warranty is worthless

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80

\$385.00

Hayward GLX-CELLSTAND Cleaning Stand Replacement for All Hayward Turbo Cells by Hayward
133

\$23.88

By Jan Mackulak on March 23, 2014

Cell failed in less than a year and 2.5 months later I am still waiting for a replacement. They shipped me a used cell 2 weeks ago as a "loaner" and it was in worse shape than the one I returned. My pool guy had trouble installing it since the end couplings were chipped and damaged. Guess what? The loaner doesn't work. I am sorry I bought this product and wish I had checked reviews first. If I ever get a warranty replacement that works I would be glad to let everyone here know but I am not holding my breath. Stay away from this company!

Comment Was this review helpful to you? ☐ Yes ☐ No Report abuse

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4 of 4 people found the following review helpful

MANUFACTURER WILL NOT HONOR WARRANTY

By Joaquin Bursel on March 19, 2014

DO NOT PURCHASE THIS CompuPool product. I bought one and it started to smoke up after only a few months. I had a 2 year warranty but the manufacturer made up a million excuses as to why it was not covered by their warranty. They had not even asked me to return the product or send them a sample of my water for their inspection, yet they said that the unit had burned up due to my pool having too much salt and too much chlorine.

Comment Was this review helpful to you? ☐ Yes ☐ No Report abuse

1 of 3 people found the following review helpful

T-Cell Replacement

By Average Customer on December 13, 2013

Verified Purchase

So much less expensive than the name brand that came with the salt system. The clear housing is great for checking if it needs cleaning or not.

Comment Was this review helpful to you? ☐ Yes ☐ No Report abuse

11 of 12 people found the following review helpful

unhappy

By susan davis on August 14, 2013

I purchased my compupool replacement salt cell about 2 years ago. The cell worked very well for about 10 months. Since then I have had it replaced two times and am now waiting for the third time. I bought it for the good warranty but a warranty is worthless if you have to replace it all the time. My last two replacements were used cells and each had problems. This last one probably had problems when I recieved it but it was winter time so hard to see bad cell production. Recommendation::: Do not purchase this generic. Buy Hayward my original cell lasted 4 years.

Comment Was this review helpful to you? ☐ Yes ☐ No Report abuse

11 of 11 people found the following review helpful

DO NOT BUY

By Pete M on August 7, 2013

I have now gone through three of these cells. The first one lasted about 3 months before it started reading a very low (200 ppm) salt level. I called the manufacturer and got a warranty replacement, which took about a month. The second one lasted about 8 months, but mostly because it was wintertime, when the cell doesn't generate since it's too cold. The third one was DOA. I even tried replacing the Goldline motherboard (\$135) to see if that was the problem. I have been pleased with the customer service - it is easy to get a replacement - but it's not worth coming home to a green pool after a week vacation. I had a name brand Hayward cell before this and it lasted 5 years. I'm spending the extra \$75 and going with the OEM cell. I would NOT buy this cell again and I would give 0 stars if I could.

1 comment Was this review helpful to you? ☐ Yes ☐ No Report abuse

38 of 38 people found the following review helpful

Compupool replacement T-15 Cell

By JKAmazonReview on June 11, 2013

DO NOT, I repeat, DO NOT PURCHASE THIS REPLACEMENT CELL! This cell is worthless. I did extensive research before buying this replacement cell for my Hayward salt system. Initially, it produced a lot of chlorine just like the reviews I read had stated. The problem is that it failed after just 3 months of use. I bought it partly because of the fantastic 3 year full warranty. When I went to file a claim I had to jump through just about every hoop imaginable, sending this reading and that and water reports from a store. Eventually, they replaced it. That cell worked for about 2 months and then the same thing happened again. I didn't think it could possibly be the cell so I thought my board had just died and didn't want to have to replace the whole thing so I started using chemicals to chlorinate. After months of adding chemicals I was ready to go ahead and bite the bullet to get a new control board. I got a pool company that specialized in salt systems. They came out and much to my surprise diagnosed the problem as the cell! So I tried to file another warranty claim. Well this time I'm really getting a crazy run around and even though the test results clearly show that all chemicals are in balance for the system they are saying it's my water. NOT POSSIBLE. They tried to say it was the CYA (stabilizer). He tried to tell me mine was too high at 99. When I questioned that and pointed out that 99 is within the acceptable range he told me that it

must be "something in my water", but can't point to what it could be. Everything has been checked, including phosphates. The "something" is the crummy cell!!!!-

5 comments Was this review helpful to you? ☐ Yes ☐ No Report abuse

15 of 16 people found the following review helpful

Pool Supply Warehouse Was Great / CompuPool Awful

By michael crosbie on June 5, 2013

Verified Purchase

I purchased this product as a replacement for my T-15 Hayward salt cell due to the lower price and the information of it being a direct replacement. I started having problems with the cell not working with my Hayward Swim Pure + system and contacted manufacturer of the cell CompuPool directly. At first they were very helpful telling me to repack cell, get water sample etc. I did all these things and when preparing to ship it back I got an Email telling me that the cell was fine it must be something else. At this point I was not very happy. I contacted the vendor Pool Supply Warehouse and they were Extremely helpful that is why there are two stars instead of one. I ordered the T-15 CELL which is the exact replacement for my original cell. I received it next day and everything is fine. I will order other products from Pool Supply Warehouse in the future but suggest to others to be very cautious if purchasing this product from CompuPool as a replacement from the original Hayward equipment.

Comment Was this review helpful to you? ☐ Yes ☐ No Report abuse

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